MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

DBS5014 –BUSINESS MANAGEMENT

(All sections/Groups)

8 AUGUST 2022
2.30 p.m – 4.30 p.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 7 pages excluding cover page.
2. Attempt **ALL** questions in Section A and Section B.
3. Please write all your answers for Section A on the OMR form provided and all answers for Section B in the Answer Booklet provided.

SECTION A: Multiple Choice Questions (30 Marks)

1. All of the following describe human resource planning **EXCEPT** _____.
   A. ensuring the company has the right number of people
   B. ensuring that the company hires capable people
   C. ensuring that the employees is assigned at the right job at the right time
   D. ensuring the company employs as many people as possible

2. Which of the following refers to job analysis?
   A. An assessment that defines jobs and the behaviours necessary to perform them.
   B. A written statement that describes a job.
   C. An assessment that defines how a person should behave in the company.
   D. A written statement of the minimum qualifications a person must possess to perform a given job successfully.

3. Which of the following is **NOT** used as a recruiting source for employee?
   A. Maukerja.my.
   B. Company website.
   C. LinkedIn.
   D. Education fair.

4. Danisha is making her staff to work fewer hours per week as part of the company's _____ option.
   A. recruitment
   B. promotion
   C. decruitment
   D. hiring

5. Eireen has to go through a _____ before her interview session. The company that she applied for a job went through and verified her application data with her previous company.
   A physical examination
   B written examination
   C background investigation
   D interview

6. _____ is a preview of a job that provides both positive and negative information about the job and the company.
   A. Just-in-time (JIT)
   B. Realistic job preview (RJP)
   C. Job geolocation
   D. Job sentiment analysis

Continued ...

7. Which of the following refers to internal forces for change?
   A. Changing in consumer needs and wants.
   B. New governmental laws.
   C. Economic changes.
   D. Changing in employee attitudes.

8. The lack of environmental stability and predictability require that managers and organisations continually adapt to survive. This is BEST referring to _____.
   A. White-water rapids metaphor
   B. The Lewin metaphor
   C. The calm waters metaphor
   D. Green-fast moving water metaphor

9. Processes and operation in most of the industries have change into automation and computerisation. This shows a clear change in _____.
   A. economy
   B. technology
   C. government
   D. sociocultural

10. Eric Tan is a manager in Cendol Sdn Bhd. He is currently helping his employees to see the logic of the change the company is making by _____.
   A. supporting them mentally
   B. negotiating with the employees
   C. punishing his employees
   D. educating his employees

11. Rizaiman is a _____ in his company. He is actively supporting new ideas and ensures that innovations are implemented.
   A. idea champion
   B. leader catalyst
   C. game changer
   D. disruptive champion

12. Which of the following is a structural variable to stimulate innovation?
   A. High commitment to training and development.
   B. Acceptance of the ambiguity.
   C. Minimal time pressure.
   D. Positive feedback.

Continued ...

13. _____ is the assumption that employees dislike work, are lazy and avoid responsibility.
    A. Theory Y
    B. Herzberg theory
    C. Three-needs theory
    D. Theory X

14. _____ are factors that eliminate job dissatisfaction but do not motivate a person.
    A. Hygiene factors
    B. Power factors
    C. Motivators
    D. Positive affirmative factors

15. Nigel has a high _____, he believes that he is capable of performing task that is difficult.
    A. self-efficacy
    B. self-reinforcer
    C. self esteem
    D. self-awareness

16. Hazirah Sdn Bhd adapts _____ which is a framework to analyse and design jobs that identifies five primary core job dimensions, their interrelationships, and their impact on outcomes.
    A. job in-depth model
    B. job characteristics model
    C. job rotation model
    D. job analysis model

17. Raudah understands that the more effort she puts in into her task it will lead to good performance and later followed by reward. This **BEST** refers to _____.
    A. assessment theory
    B. equity theory
    C. high reward theory
    D. expectancy theory

18. Which of the following is define distributive justice?
    A. Perceived fairness of the amount and allocation of rewards among individuals.
    B. Perceived fairness of the process used to determine the distribution of rewards.
    C. Acting in a certain way based on the expectation that the act will be followed by a given outcome.
    D. An approach to job design that focuses on how people's task and jobs are increasingly based on social relationship.

Continued ...

19. Cui Shan just joined MMU's marketing department as a junior executive. Her 1st task is to work with the school outreach group to come out with a new strategy. This situation shows that she is going through _____ stage.
    A. storming
    B. norming
    C. performing
    D. forming

20. Chey Lin is in a group that allows her to work independently. Sometimes, she and her team will take on task, like planning and scheduling. Which of the following is an example of formal work group Chey Lin is in?
    A. Command groups.
    B. Task groups.
    C. Cross-functional teams.
    D. Self-managed teams.

21. All of the following is components to create an effective work team **EXCEPT**_____.
    A. good communication
    B. all the team members have a clear goal
    C. mutual trust between each other in the team
    D. dishonesty and conflict

22. Which of the following refers to Situational Leadership Theory (SLT)?
    A. The degree of confidence, trust, and respect employees have.
    B. A leadership contingency theory that focuses on followers' readiness.
    C. A matrix that measures whether a leader is capable or not.
    D. The degree to which job assignments are formalized and structured.

23. _____ is a power that is based on expertise, special skills, or knowledge.
    A. Referent power
    B. Expert power
    C. Legitimate power
    D. Reward power

24. Vivian is a leader who normally assists her followers in attaining their goals and provide them with direction or support. She does this to ensure that their team goal is compatible with the company's goal. Which leadership theory is **BEST** suited with what Vivian is practicing?
    A. Path-goal theory.
    B. Fielder's Situational Contingencies.
    C. Employee-oriented leader theory.
    D. Hersey and Blanchards Situational Leadership Style.

Continued ...

25. Pei Ling has a very expressive _____ when she is presenting. She knows how to control her body gestures and facial configuration.
    A. verbal intonation
    B. body language
    C. verbal diversity
    D. voice decibel

26. _____ is a communication that is not defined by the organisation's structural hierarchy.
    A. Formal communication
    B. Direct engage communication
    C. Informal communication
    D. Indirect bias communication

27. Which of the following refers to encoding a message?
    A. Medium a message travel along.
    B. Converting a message into symbols.
    C. Retranslating a sender's message.
    D. Converting audible messages.

28. _____ is a skill that enable a person to influence others to change their minds or behavior.
    A. Persuasion skills
    B. Reading skills
    C. Writing skills
    D. Speaking skills

29. In the communication process, there is one component called _____. This component is referring to disturbances that interfere with the transmission, receipt, or feedback of a message.
    A. noise
    B. debate
    C. time-space constraint
    D. scalability

30. Which of the following is **NOT** a method that can be used to overcome barriers in communication?
    A. Use feedback.
    B. Use complex language.
    C. Watch nonverbal cues.
    D. Constrain emotions.

(Total: 30 marks)

Continued ...

SECTION B: Structured Questions (70 Marks)

QUESTION 1

(a) Human resource management is described as a formal system to manage people in an organisation. Understanding the entire process of the human resource management process is vital in making sure that the best employee is being selected and the best benefit can be set to retain them. As a Human Resource Junior Executive, you are required to draw the entire Human Resource Management process. (12 marks)

(Total: 12 marks)

QUESTION 2

(a) Organisational development is a method that focuses on people and the nature and quality of interpersonal work relationships. List and explain any **THREE (3)** types of organizational development techniques. (6 marks)

(b) Job stress can lead to poor health and injury. Some of the many causes of work-related stress include long hours, heavy workload, and conflict with co-workers. Individuals in stress will show a certain symptom. List and explain the **THREE (3)** symptoms of stress. (6 marks)

(Total: 12 marks)

QUESTION 3

(a) Draw Maslow's Hierarchy of Needs Theory with explanation for each need. (10 marks)

(b) State and define the Three Needs Theory. (6 marks)

(Total: 16 marks)

Continued ...

QUESTION 4

(a) Leaders around the world like Jack Ma, Elon Mask and Bill Gates have their own unique and distinguished leadership traits. Along the years of studies, it is proved that the possibility to identify a set of traits that would always differentiate a leader from a nonleader of influencing their employees to achieve goals. List and explain **FOUR (4)** traits that is associated with leadership. (8 marks)

(b) State and explain the behavioural dimensions of leadership based on the University of Iowa Studies. (6 marks)

(c) List any **TWO** (2) characteristics of an effective team. (2 marks)

(Total: 16 marks)

QUESTION 5

(a) Active listening is where an individual listens for full meaning without making premature judgements or interpretations. List **FOUR (4)** behaviours of an active listener. (4 marks)

(b) State and briefly explain **FOUR (4)** directions of communication flow in a company. (8 marks)

(c) Define nonverbal communication. (1 mark)

(d) Define grapevine. (1 mark)

(Total: 14 marks)

End of Paper.